



SEND Education, Health & Care (EHC) Hub

Service Definition

September 2026

Commercial in confidence

Contents

Introduction.....	1
Service Description	1
Managed Services and Security	3
Data Protection Standards and Procedures.....	3
Hosting Infrastructure	3
Data Back-Up and Restoration	3
Business Continuity Plan (BCP).....	3
Privacy by Design	4
Accessing the Service.....	5
Ordering and Invoicing.....	5
Pricing Overview.....	5
On-Boarding.....	5
Service Management.....	6
Service Levels.....	6
Service Credits.....	6
Outage and Maintenance Management	7
Off-Boarding	7
Customer Responsibilities.....	8
Technical Requirements.....	9
Client-Side Requirements.....	9
Account Management and Ongoing Development	10
After Sales Account Management	10
Development Lifecycle of the Solution	10
About Idox	11
Social Care Solutions.....	11
Social value.....	Error! Bookmark not defined.
Case Studies	12
Contact us	14

Introduction

Service Description

Our SEND Education, Health & Care (EHC) Hub offers a full digitisation of the statutory EHC processes set out by the SEND Code of Practice. It is a secure multi-agency collaboration tool for EHC Assessments, EHC plan creation and EHCP Reviews. It provides a secure login for Families, professionals and education settings to view and contribute information, whilst helping Local Authorities to effectively manage the processes and the associated statutory timeframes on each individual case.

Features

- Full digitisation of the EHC Needs Assessment, EHC Planning and EHCP Review Pathways.
- Provides real-time access to case Information to all stakeholders, including families.
- Smart Case Dashboard providing an easy overview of individual and team cases.
- Case tracker with time/date alerts for professionals and families.
- Dynamic online information gathering with prompts/alerts.
- Multi-media child/ young person contribution area.
- Unique Case Timeline that chronologically captures all case activity.
- Intelligent EHC Plan builder easily collates all assessment advice.
- EHCP Education Setting consultation pathway.
- Automated email case updates for all stakeholders as well as statutory letter generation.
- Full EHCP Review Pathway with outcome progress measurement.
- Management reporting module with real-time data exports for all case activity.
- Person level SEN2 Reporting.
- Secure API for system integration & reporting.
- Multi-Agency Panels - Dedicated module to organise panel meetings, create agendas, invite panel members and grant secure time-sensitive access to case information.
- Mediation and Tribunals - Dedicated module to manage all mediation and tribunal activities, due dates, tasks, task owners and automated reminders.

Benefits

- Full digitisation of statutory EHC processes.
- SEND Code of practice compliant.
- Digital-first for service transformation and sustainability.
- Business-ready solution for immediate benefits and cost savings.
- Person centred approach with multi-media contribution areas.
- Offers significant process efficiencies around communications and data gathering.
- Promotes optimum decision and process transparency.
- Web based solution, accessible on any device.

- Enables collaborative working across multiple agencies.
- EHCP Outcome progress tracking.
- Fully supported and securely hosted.
- Complements existing systems and processes - Secure API for system integration & reporting.
- Accountability and real-time business intelligence.
- Web browser plug-ins and support tools for accessibility i.e., Google Translate, ReachDeck etc.
- Smart on-boarding process for importing existing EHCP cases.
- Comprehensive implementation and training programme delivered by Idox.

Managed Services and Security

Data Protection Standards and Procedures

We are committed to high standards of information security, data protection, privacy and transparency and our systems and processes are compliant with applicable GDPR regulations. As a data processor, we place a high priority on protecting and managing data in accordance with accepted standards including our certified ISO 27001 Information Security Management System (ISMS), Cyber Essentials and Cyber Essentials plus certifications.



Hosting Infrastructure

Our EHC Hub is hosted utilising a private cloud infrastructure.

The primary hosting location for the data is in London. All servers and equipment in the racks are owned and administered by Idox. No data is held outside of the UK.

Data Back-Up and Restoration

We recognise that the backup and maintenance of data is critical to the viability and continued operation of customer organisations. It is therefore essential that certain basic standard practices are followed to ensure that data integrity is maintained. Our Database Backup policy covers all data contained on servers in their data centres. The purpose of this policy is as follows, to:

- Safeguard information assets and prevent the loss of data in the case of an accidental deletion or corruption of data, system failure, or disaster
- Permit timely restoration of information and business processes, should such events occur and manage and secure backup and restoration processes and the media employed in the process.

The IT Backup systems have been designed to ensure that routine backup operations require no manual intervention. The Idox Server Team monitor backup operations and the status for backup jobs is checked during the working week. This policy allows us to back up and restore in line with our 24/72-hour RPO/RTO target.

Business Continuity Plan (BCP)

Our Business Continuity Plan (BCP) provides a course of action for the assessment of a significant disruption to the business and for the continuation of the business following such an event. In accordance our ISO22301:2019 certification, our BCP meets the requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve our documented management system to protect against and reduce the likelihood of incident occurrence and to prepare for and respond to incidents when they arise.

Privacy by Design

The software is web based and accessed via a unique and secure URL. All user access is controlled by designated customer staff/administrators and two-factor authentication is enforced. The service provides a secure external REST API (where required).

As part of our secure development and deployment processes, we undertake periodic internal security/vulnerability testing of our web applications and network infrastructure to ensure that exposure to known vulnerabilities is minimised. Testing is carried out systematically using industry standard software. The system is also subject to annual external penetration testing.

Accessing the Service

Ordering and Invoicing

The order will be completed by return of the signed G-Cloud contract and invoicing will be issued as per the schedule set out in the contract.

Pricing Overview

Please see the associated pricing document.

On-Boarding

The implementation of the SEND EHC Hub is a fully managed service from Idox inclusive of dedicated project management, all end user training and process consultancy. Implementation services vary for each price band (please see pricing document):

Band 1

9 x Days system set up (UAT & Production environments), configuration and data imports
1.5 x Days consultancy, including change management and process review
5 x Days project management
4.5 x Days training

Band 2

9 x Days system set up (UAT & Production environments), configuration and data imports
1.5 x Days consultancy, including change management and process review
5.5 x Days project management
6 x Days training

Band 3

9 x Days system set up (UAT & Production environments), configuration and data imports
2 x Days consultancy, including change management and process review
6 x Days project management
7 x Days training

Band 4

9 x Days system set up (UAT & Production environments), configuration and data imports
2 x Days consultancy, including change management and process review
6.5 x Days project management
8.5 x Days training

Inclusive Professional Service days can be used flexibly based on individual project requirements. Additional Professional Service days can be procured if required. Please see pricing document.

Data Migration

We will upload legacy data to the new environment following extraction performed by the customer.

Training

Our standard training is delivered remotely via live and interactive Microsoft Teams sessions and guided by one of our experienced Training and Consultancy Delivery Managers.

The training is designed to ensure all stakeholder groups (local authority, education settings, parents/carers, contributors across education, health and social care) are both comfortable and confident using the platform regardless of whether the training is delivered remotely or face to face.

Training encompasses the following key areas:

- Assessment and planning pathway – all stakeholder groups
- Review pathway – all stakeholder groups
- Panel meetings – Local Authority
- Administration – Local Authority

Service Management

Under the terms of the annual subscription agreement, technical support is provided by our Service Desk. The Service Desk is operational from 09:00 to 17:00 Monday to Friday, excluding England and Wales Public & Bank Holidays.

Support Requests can be logged 24/7 via our customer portal or email and by phone during the service hours. More information can be provided on request regarding our response and fix times.

The annual subscription agreement also provides ongoing maintenance of the solution - this includes all system patches, updates and upgrades as part of the managed service provision. The expected regularity of this work will be in line with customer and business needs and published in the product development roadmap. Updates include legislative changes.

Service Levels

As standard we typically guarantee 99.5% availability during working hours per 30-day period. Our system is designed for high availability. We provide a highly redundant, load balanced environment with scalable bandwidth on demand. Outages are reported via the Idox Service Desk.

Our SLA for support (providing response and fix times) is available during the G-Cloud clarifications process or on request.

Service Credits

We do not agree to service credit agreements as part of our standard package however specific requirements can be discussed.

Outage and Maintenance Management

Version upgrades are scheduled on weekdays (Monday – Friday) outside of core business hours (09:00 – 17:00) to minimise service disruption.

A maintenance window of Saturday 10:00 – 12:00 is available for platform maintenance/patching activities.

Notice of the above activities is given at least two weeks in advance (unless reduced notice is unavoidable) by email to designated Local Authority contacts.

In the unlikely event of an unexpected system outage, our response and fix times are detailed in our SLA and available during the G-Cloud clarifications process or on request.

Off-Boarding

Contract termination will be as detailed in the G-Cloud contract. Customers have full access to all their data at any time via the management exports or via the secure API.

Customer Responsibilities

Project responsibilities:

- To provide dedicated point of contact/s during implementation and for arranging project tasks:
 - Partner engagement and training sessions
 - Data transfer (if applicable)
 - Arranging a suitable website address

Business as usual (BAU) responsibilities:

- To administer the platform as the data controller
- To setup and maintain a process for supporting end users
- To provide point of contact/s to receive product information (e.g. upcoming updates, forums, consultations)
- To attend a regular customer and supplier health check call (at a frequency to be agreed, e.g. monthly)

Technical Requirements

Client-Side Requirements

The software is web based and accessed via a unique and secure URL, with all data encrypted in transit to industry standards. The solution is compatible with all mainstream HTML5 compliant browsers, including Edge, Chrome, Mozilla Firefox and Safari. The version of browser used should be within the last two stable releases, however we recommend utilising the most recent version to provide the best possible user experience.

The EHC Hub is mobile responsive by design and is built to comply with accessibility guidelines WCAG 2.2 AA as a minimum.

Account Management and Ongoing Development

After Sales Account Management

We provide numerous customer engagement channels that may include (subject to change):

- Annual Customer Collaboration Conference
- Customer Collaboration Forum
- Working Groups
- Health check calls
- Site visits

Performance Monitoring

A monthly service management report is provided which covers hosted infrastructure availability, request management (service desk activity against the service level agreement) and disk space usage.

Development Lifecycle of the Solution

The product development roadmap, which includes multiple releases per year (typically 3-4), is informed by customer consultation and user forums. Upgrades are released to customer test systems for knowledge transfer and familiarisation for a period of 2 weeks prior to upgrading a live system.

Upgrades to a live system, where they must occur on a working day (Monday – Friday), are completed before 9:00. A maintenance window is also available on a Saturday morning 10:00– 12:00. Advanced notice is provided where this window must be utilised.

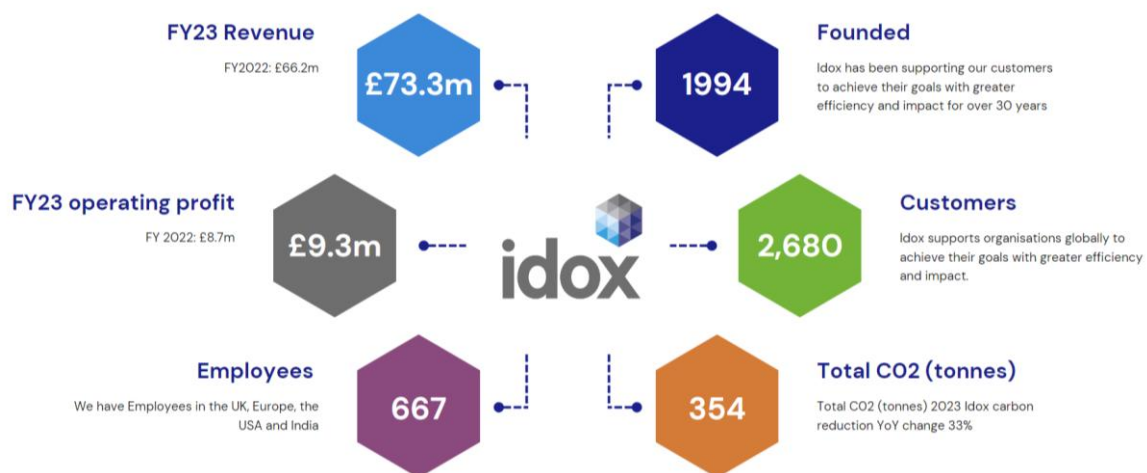
About Idox

Idox is a leading supplier of specialist information management software and geospatial data solutions to the public sector.

Our mission is simple; to empower organisations and communities to do more. Through innovative software, data solutions and knowledge sharing we are driving positive change and enabling our customers to achieve their goals with greater efficiency and impact.

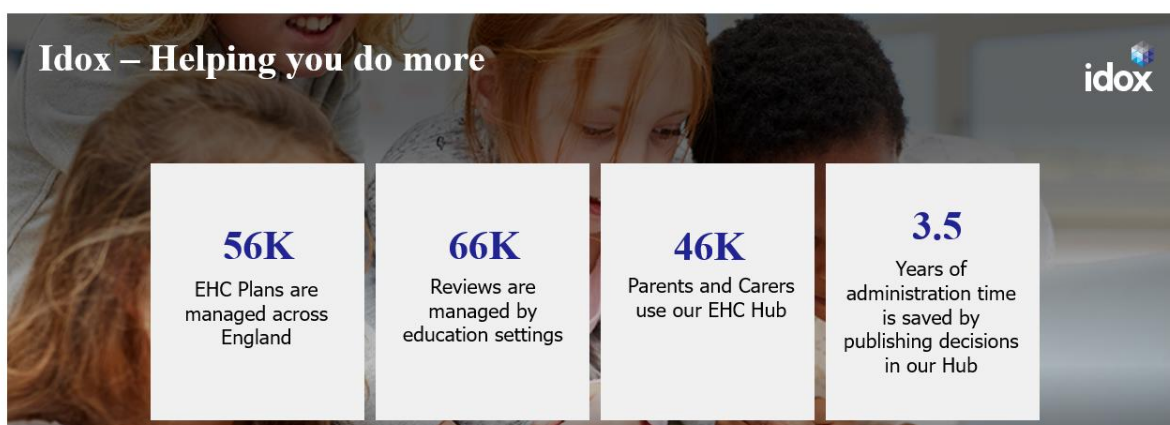
Our comprehensive suite of offerings allows organisations including local government, healthcare providers and educational establishments to do more for their customers and communities and make a lasting difference in the world.

In short, we don't just build software, we enable you to do more.



Social Care Solutions

Delivered as software as a service (SaaS), our hubs and portals enable self-service and provide efficient and easy access to family, children's and special educational needs and disabilities (SEND) services.



Improve access to services and **achieve better outcomes** with Idox information, advice and guidance for social care and SEND

Social Value

We are dedicated to running a business that both helps our customers do more and is good for everyone, our customers, our employees, and the world around us.

Here's how we make a positive impact:

- **Helping communities and the environment:** Our software makes government services better, from planning to health care, making life easier for people and looking after the environment.
- **Investing locally:** We give back to local communities through donations and we support local charities with our MyFunding Central platform which provides smaller local charities and voluntary organisations with free access to thousands of grants and social investment opportunities from local, national, and international funding sources.
- **Supporting local charities:** We help our customers give back to their communities by supporting local charities. Our employees also get involved through volunteering to support local communities and charity projects.
- **Protecting the environment:** We're already a naturally low emission business but we've committed to further reducing our carbon footprint, aiming to be carbon neutral by 2040. We cut down on energy use, limit travel, promote eco-friendly practices and have adopted the three scopes of the Greenhouse Gas Protocol (GHG) across our business.
- **Doing the right thing:** We believe in fairness and respect for everyone. Our workplaces are inclusive and safe, with fair pay and opportunities for growth and we prioritise diversity, employee well-being, and security in everything we do. Our employees benefit from our extensive range of employee benefits and family friendly working policies as well as leadership training and employee advocacy groups such as Idox Elevate, Pride@Idox, Neurodiversity@Idox, and Workplace Wellbeing.
- **Meeting standards:** We hold ourselves to high standards, with certifications like ISO27001 and ISO14001. We're committed to ethical business practices, including no tolerance for slavery in our supply chain, and prompt payment to suppliers either in line with Public Procurement Contract Regulations 2015 and its amendments or within 45 days.



Certificate No 123912021



Certificate No 91362020



Certificate No 263672020



Certificate No 180572021



Certificate No 263662017



Case Studies



Idox. Do more.

“

EHC Hub's functionality and automation has significantly reduced administration time for repetitive tasks, increasing productivity and efficiencies for the team. It has definitely enhanced our ways of working. I don't think we can underestimate the amount of time it has saved. And importantly, the customer-facing portal has helped parents, carers and schools to access their child's records in a way that they never had access before.

Parents and schools appreciate being able to log in and see exactly what we can see. They can see when a document has been issued, and when advice has been uploaded. It supports collaborative working and we aim to encourage and further support families with EHC Hub user sessions and drop in events to provide more support to them if needed, particularly recognising the diverse nature and needs of the population in Southend.

Laura Meynell
SEND Services Manager
Southend-on-Sea City Council



Contact us

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